

Enterprise Incident Report September 2011

As of 10/3/2011

GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	High	Low	FCR Total
GOED	1 0	32 6	33 6
Customer Company Total	1 0	32 6	33 6

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
GOED	1 0	32 3	33 3
Customer Company Total	1 0	32 3	33 3

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
GOED	1 0.00	32 0.40	33 0.39
Customer Company Total	1 0.00	32 0.40	33 0.39

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
GOED	1 0	32 1	33 1
Customer Company Total	1 0	32 1	33 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	High	Low	ATTR Total
GOED	1 0.04	32 0.92	33 0.90
Customer Company Total	1 0.04	32 0.92	33 0.90

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Detail

INC000000375180	Leigh Von Der Esch	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Services	Danielle Hood	GOED	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000375628	Tamy Dayley	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000375633	Beverly Evans	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000375958	Roxanne Graham	None	None	None		TIR Missed:	No	TIR:	0.82
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed:	No	TTR:	0.84
INC000000376520	Patrick Lee	Application	Error	Novell GroupWise		TIR Missed:	Yes	TIR:	4.48
	Metro A Desktop Support	Mike Beynon	GOED	Low	Closed	TTR Missed:	No	TTR:	4.49
INC000000376566	Amy Hamblin	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	GOED	Low	Closed	TTR Missed:	No	TTR:	2.99
INC000000376833	Derek Mellus	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378483	Tamy Dayley	Application	Password	PGP		TIR Missed:	No	TIR:	0.62
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed:	No	TTR:	0.62
INC000000378876	Julian Tippetts	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.17
	Help Desk	Sarah Johnson	GOED	Low	Closed	TTR Missed:	No	TTR:	0.44
INC000000380969	Fred Lange	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.11
	Voice Operations	Romanza Hamblin	GOED	Low	Closed	TTR Missed:	No	TTR:	0.20
INC000000381565	Zachary Derr	Telecom	Call/Receive	Telephone		TIR Missed:	No	TIR:	0.34
	Voice Operations	Kelly Johnson	GOED	Low	Closed	TTR Missed:	No	TTR:	0.59
INC000000381823	Patrick Lee	Application	Error	Finance Data Warehouse		TIR Missed:	Yes	TIR:	1.76
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed:	No	TTR:	2.66
INC000000381838	Winston Wilkinson	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed:	No	TTR:	1.42
INC000000382512	Michael Sullivan	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000382537	Tamy Dayley	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000382802	David M Williams	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000382803	Lorraine Daly	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000383454	Dave Hansford	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.23
	Voice Operations	Romanza Hamblin	GOED	Low	Resolved	TTR Missed:	No	TTR:	1.25
INC000000383519	Bill Colbert	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000384306	Patricia Denny	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.07
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed:	No	TTR:	0.53
INC000000386389	Winston Wilkinson	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000386512	Chad Davis	Mobile Devices	Error	None		TIR Missed:	No	TIR:	0.09
	Application Services	Danielle Hood	GOED	Low	Resolved	TTR Missed:	No	TTR:	2.36
INC000000386784	David Bradford	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000386949	Brett Heimbürger	Mobile Devices	Error	None		TIR Missed:	Yes	TIR:	3.16
	Application Services	Tony Larsen	GOED	Low	Resolved	TTR Missed:	Yes	TTR:	8.81
INC000000387477	Patricia Denny	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.21
	Help Desk	Vicky Marrelli	GOED	Low	Resolved	TTR Missed:	No	TTR:	0.25
INC000000387694	Chad Davis	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	GOED	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000388155	Michael Sullivan	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed:	No	TTR:	0.06
INC000000388313	Chad Davis	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Services	Tony Larsen	GOED	Low	Resolved	TTR Missed:	No	TTR:	0.85
INC000000389789	Leigh Von Der Esch	None	None	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	GOED	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389800	Leigh Von Der Esch	Application	Password	PGP		TIR Missed:	No	TIR:	0.60
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed:	No	TTR:	0.60
INC000000390032	Michael Sullivan	None	None	None		TIR Missed:	No	TIR:	0.00
	Technical Lead/Project Manager	James Kammeyer	GOED	High	Resolved	TTR Missed:	No	TTR:	0.04
INC000000390457	Chad Davis	Network	Error	None		TIR Missed:	No	TIR:	0.10
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed:	No	TTR:	0.42
INC000000390820	Zachary Derr	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed:	No	TTR:	0.02